

IMQA

Income Maintenance Quality Assurance Second Party Review Process



Second Party Review Process

I. Introduction to Second Party Reviews

The State of Wisconsin has developed a new process for Supervisory Second Party Reviews. Second party reviews are a requirement in all Income Maintenance (IM) agencies. In order to make the process more efficient for the agency, the State has developed a database for selecting cases for review, entering the review findings, and evaluating payment accuracy. This system is known as the "Income Maintenance Quality Assurance" (IMQA) Review System (Formerly known as FSQA or NewMan). You can find IMQA on the web at <https://www.dwd.state.wi.us/dwsfsqa/fsqa/FSQMain.asp>.

If you do not have access to this system, click on the above link, click on "Create an Account" and answer the questions provided. You will need to complete an Access Request Form; an Access Request Form can be obtained through Lisa Hanson at (608) 266-5483 or hansolm@dhfs.state.wi.us. Once you have completed the request form, fax it to Lisa at (608) 261-6861 and access should be granted within three days.

II. Number of Reviews and the Sample Pull

A list of a maximum of 8 cases per worker will be pulled each month. This list will include cases that had a completed application or review in the current or previous month. This random selection of cases will be based on specific criteria, households of more than 2 and FS allotments of \$100 or more. Based on agencies Quality Assurance Plans (QAP's) supervisors are required to review 2 cases per worker per month, or the equivalent of. Pulling a maximum sample of 8 cases per worker per month provides supervisors the opportunity to focus reviews to meet the needs within their individual agency.

An example of how this works: You are a supervisor with 8 staff, at 2 per worker per month you are required to review 16 cases per month. You have one worker that appears to be having more difficulty than the others so you decided to review all 8 of this worker's cases. You will review the one workers 8 cases and then must choose 8 more cases from the remaining 7 workers.

There may be EBD units that will not have enough cases pulled based on the criteria set. In order for these supervisors to meet their required number of reviews, a second pull will be completed to provide these units EBD cases for review.

The sample pull will be by the last worker who completed the review or application for the previous month. This may not be the permanent worker as there may be someone covering on any given day. The permanent worker will be listed on the case listing so that the file can be easily located. The supervisor of the worker, who completed the application or review, should review this case.

The sample pull will run on the Tuesday of the first full week of the month. The cases that you are not reviewing will be deleted and replaced with the new cases on the Tuesday of the next sample pull. The listing of these cases will be available in IMQA the day following the sample pull.

Examples: In the Nov. calendar below, the first full week of the month is Nov. 7th - 13th. With this being the first full week of the month, the sample will be pulled on the 9th, the Tuesday of the first full week. The case listing will be available on Nov. 10th.

November 2004

Sun	Mon	Tues	Wed	Thur	Fri.	Sat.
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Dec. 5th – 11th is the first full week in the month of Dec. The sample will be pulled on the 7th, the Tuesday of the first full week. The case listing will be available on Dec. 8th.

December 2004

Sun	Mon	Tues	Wed	Thur	Fri.	Sat.
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

III. Finding the Report for Case Listings in IMQA

1. Access IMQA at the following site: <https://www.dwd.state.wi.us/dwsfsqa/fsqa/FSQMain.asp>. Once you have logged on, you will see on the far-left side of the screen, a title of “Second Party” with links to various options. Click on "Reports".
2. You will see a top section titled “Second Party Review Reports”. There are several report choices under this section, select “Second Party Review Sample”. Enter your Supervisory Unit number and hit “enter”. This report will provide a list of a maximum of 8 cases per worker within each supervisory unit.

Remember that there may be cases listed for a worker that is not the permanent worker of the case. This is due to coverage of an application or review. The supervisor of the worker that completed the application or review will review these cases. The permanent worker’s ID is on the report so the case can be easily located.

IV. Selecting Cases for Review

1. Under “Second Party” select the hyperlink “Select Cases”.
2. Enter you supervisory unit number.
3. This page, “Second Party Sample Search Results” will list, by worker, all the cases from the case listing report.
4. To select the cases you will review, click on the square at the far-left side of the table. If you are required to review 16 cases for your unit, (based on 2 per worker per month, or the equivalent of) choose 16 cases by clicking on the square and placing a check mark in the square next to the case number. Once you have selected all your cases click on “Submit” at the bottom of the page. This will save all the cases in “In Progress” status. DO NOT check off cases that you do not intend to review. Once these cases have been selected, they will remain in your list of “In Progress” cases. They will not be deleted in the next sample pull.
5. Once you click on “Submit” you will be taken to a screen called “Second Party Sample Selection”. This is the listing of all the cases you have chosen from the “Second Party Sample Search Results”. This listing can be printed and used to gather the paper files.
6. From this screen, if you click on a case number, you will be taken to the “Modify Second Party Review” screen. This is the screen where you will enter your review findings once you have completed your reviews.

V. Entering Review Findings

1. Once you have completed your review, using the paper review “Tool”, you will need to enter your review findings.
2. You can find the case either by case number or supervisory unit. From the main screen select “Search”. To find all cases in “In Progress” status, select the “In Progress” in the drop down box for “Status”. You will then enter your supervisory unit number. If you are looking for a specific month’s list you can enter the month you are looking for. Example: If you want the list for the month of September you would enter 09/2004 to 09/2004. If you do not enter dates you will receive a list of all cases in the “In Progress” status. You can also find a specific case by entering the case number. You do not need to select or enter anything more from the “Search” screen.
3. If you are searching by supervisory unit, once you have gotten the list of cases in progress, find the case you are looking for and click on the case number. This will take you to the “Modify Second Party Review” screen. Some information will be automatically entered on the review, such as agency, worker ID, case number, benefit month, and CARES allotment. You will need to enter the review findings.

4. If a case is found correct, select "Correct" in the "Review Findings", change "In Progress" status to "Complete" status, and click on "Submit" at the bottom of the page for the review to be saved.
5. If a case is found in error you will need to manually enter the "Benefit Error Amount". This is the difference between the original CARES allotment and the new allotment. You will enter this amount whether it is an over or under issuance.
6. The drop down box for "Review Findings" will enable you to enter whether it was an over issuance or under issuance. You must select one. If there is an error but no dollar error involved, such as not coding AFTQ correctly, select "Error (with no dollar amount)".
7. IMQA allows entry of up to two errors per findings, a primary, and secondary error. The first entry, the primary error, is the error that has caused the largest dollar error. The code #'s on the Second Party Review tool match the codes in the drop down box. On the tool you are using for the second party reviews, code 311 is for Earned Income. If you enter "3" in the "Error Element Code" field it will take you to the error elements that begin with the number "3". The list is quite long and this will shorten your search time.
8. You must select the appropriate "Error Nature Code". Once you have selected an "Error Element Code" the appropriate "Error Nature Codes" will automatically be placed in the drop down box.
9. The same occurs for the "Error Cause". You must select the appropriate "Error Cause".
10. You must enter your review findings in order to change the case to "Complete" status. Once all the findings information has been entered, change the "In Progress" status to "Complete" Status.
11. Click on "Submit" at the bottom of the page for the review to be saved.

VI. Reports

There are many reports in IMQA that can be used to monitor and evaluate the progress of your staff. Click on "Reports" and a complete listing of all available reports will be displayed. On the initial screen enter the information on what you are looking for. Spend some time reviewing the various reports and use the one's you find valuable.

Remember: Please provide any feedback you may have.